

Resources

To complete an interview, report any changes or to discuss your Food, Cash or Medical benefits..... 1-877-501-2233

To apply, complete a review or report changes for Child Care Subsidy program 1-844-626-8687

Medical Assistance for the aged, blind or disabled 1-877-501-2233

The Answer Phone 1-877-980-9220

To report a lost or stolen EBT card 1-888-328-9271

To report fraud 1-800-562-6906

Childcare Provider only line 1-800-394-4571

WASHCAP (Washington State Combined Application Project) 1-877-380-5784

Mobile Community Services Office

www.DSHS.wa.gov/esa/csd-mobile-community-services-office

–OR–

www.facebook.com/dshsmobileoffice

Other resources

To apply for Apple Health 1-855-923-4633

Apple Health/ProviderOne 1-800-562-3022

Community resource information line 211

Division of Child Support 1-800-442-5437

To report abuse or neglect of a child, the elderly or the disabled 1-866-363-4276

Constituent Services 1-800-865-7801

Drug and alcohol, gambling and mental health treatment information 1-866-789-4276

Childcare Aware – to help find licensed child care 1-800-424-2246

Domestic violence hotline 1-800-799-7233

Medicare 1-800-633-4227

Social Security Administration 1-800-772-1213

Department of Social and Health Services
Community Services Division
Customer Service Contact Center
PO Box 11699 • Tacoma, WA 98411-9905

Toll Free: 877-501-2233 • TTY: 800-209-5446 or 711
Fax: 888-338-7410 • www.dshs.wa.gov

Department of Children, Youth, and Families
Child Care Subsidy Contact Center
PO Box 11346 • Tacoma, WA 98411

ECONOMIC SERVICES ADMINISTRATION MISSION

To transform lives by empowering individuals and families to thrive



Washington State
Department of Social
& Health Services

Transforming lives

DSHS 22-1628 (Rev. 7/19)

Customer Service Contact Center



Our Goal

To transform lives by empowering individuals and families to thrive through expanding access to Washington State residents.

Scope of Service

- Basic Food applications and eligibility reviews
- Temporary Assistance for Needy Families (TANF) eligibility reviews
- Aged, Blind or Disabled Classic Medical applications and reviews
- Change of Circumstance for all Program
- Mid-certification Reviews for all program
- Resource and referral
- General information

Summary of Services

Eligibility Determination

Completing interviews for applications and collecting the necessary verifications needed to determine financial eligibility for benefits.

Case Maintenance

Assist callers who are reporting changes in income, household size, address, case status, etc.

Customer Inquiry

Answering general information inquiries and referrals.

Language Support

All telephone menus are available in English, Spanish, Russian and Vietnamese. We also provide interpreter services for most languages.

Imaging Unit

All documents may be faxed, toll-free, to 888-338-7410 or mailed to PO Box 11699, Tacoma, WA 98411-9905.

Access to Service

- The **Customer Service Contact Center** has agents available 8 a.m. to 5 p.m. Monday-Friday (except holidays). To complete an interview please contact us Monday-Friday from 8 am to 3 pm. Our toll-free number is 877-501-2233.
- Our **Answer Phone** provides real-time information on Food, Cash, Medical and Childcare benefits, appointment information and document status. Answer Phone is available 24 hours a day, 7 days a week, toll-free, at 877-980-9220.
- **Washington State Combined Application Project** (WASHCAP) is a simplified food benefits program for most Supplemental Security Income (SSI) recipients. The toll-free number is 877-380-5784.
- **Washington Connection** is an online benefits portal with access to Food, Cash, Medical and Child Care programs; long-term care; drug and alcohol treatment; access to other services, including WIC, housing assistance, veterans' assistance and Supplemental Security Income (SSI). You can also create a Client Benefit Account to review your current case status, report changes and complete reviews: www.washingtonconnection.org.

